



Patents

#11/B  
Luman  
2/27/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Haynes *et al.*

Serial No.: 09/474,643

Art Unit: 3623

Filed: December 29, 1999

Examiner: Van Doren, Beth

For: System and Method for Eliminating an  
Unnecessary Dispatch of a Service Technician

**AMENDMENT TO ACCOMPANY  
REQUEST FOR CONTINUED EXAMINATION**

Assistant Commissioner for Patents  
Washington, DC 20231

**RECEIVED**

FEB 25 2003

Sir:

**GROUP 3600**

In light of the Final Office Action mailed November 20, 2002, please continue examination of the above-referenced application by entering the following amendment and considering the appended remarks. This amendment accompanies a Request for Continued Examination.

**AMENDMENT**

1. (Amended) A method for eliminating an unnecessary dispatch of a service technician when a service order that is related to installation and that includes any necessary facilities assignments indicates a dispatch is required, comprising:

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Amendment to Accompany Request  
for Continued Examination  
Serial No. 09/474,643

B1  
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C1

determining whether the service order meets a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch;  
if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and  
if the dispatch is unnecessary, then canceling a dispatch associated with the service order.

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11. (Amended) A system for eliminating unnecessary dispatches, comprising:

C1  
Contd

a service order control system for receiving service requests from a source and for generating a service order that is related to installation and that includes any necessary facilities assignments;

B2

a work management center for receiving the service order from the service order control system and for determining whether the service order requires a dispatch; and

a trap service order system for monitoring the service order generated by the service order control system and for determining whether the service order requires a dispatch, and if so, determining whether the dispatch is unnecessary by comparing a service order type and information in a selected field of the service order with a set of predefined criteria that indicate the service order is likely to cause an unnecessary dispatch.

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B3

17. (Amended) A method for eliminating a dispatch of a service technician specified by a service order that is related to installation and that includes any necessary facilities assignments which is unnecessary, comprising:

C1  
Contd